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ABSTRACT

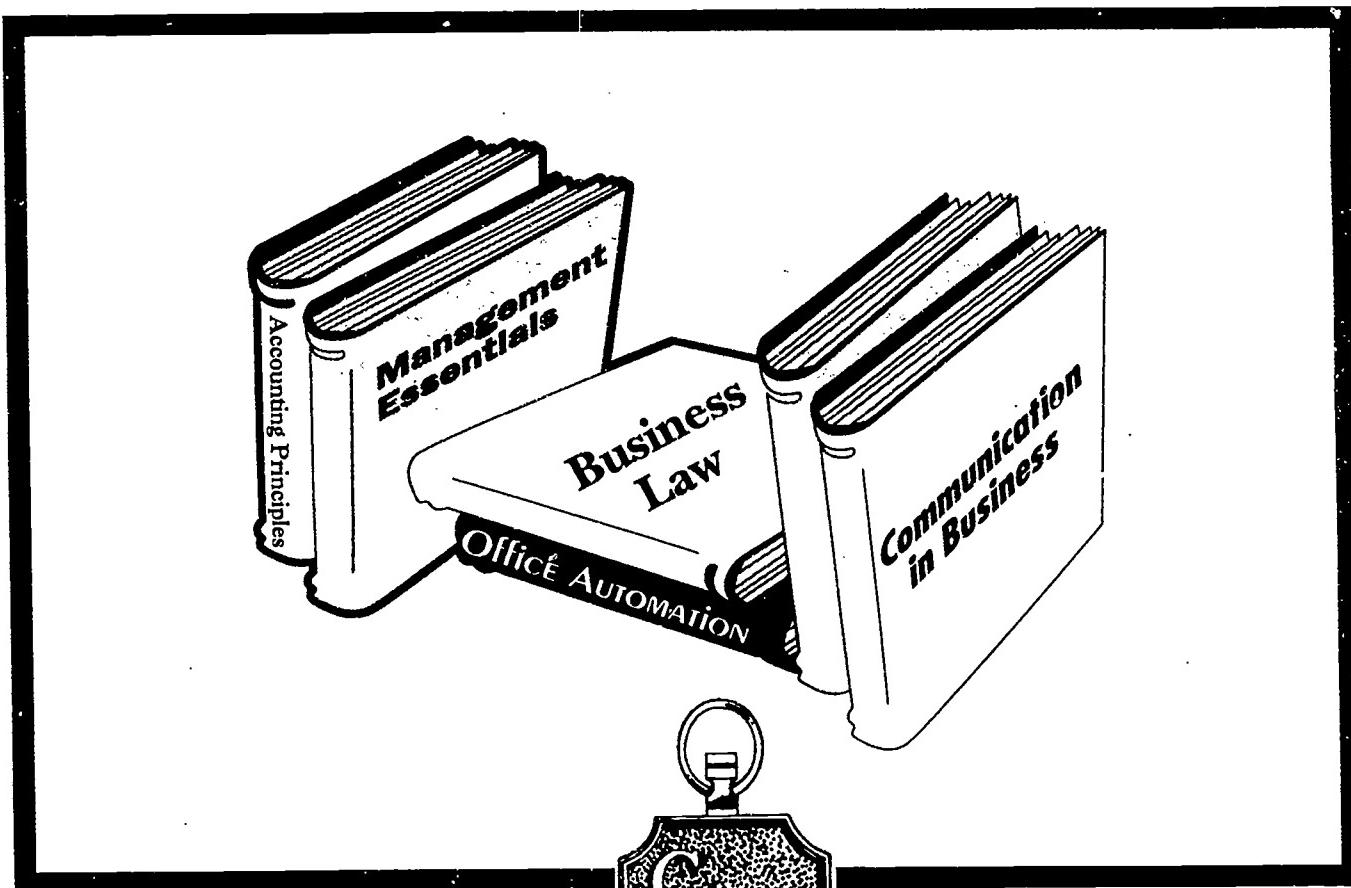
This outline and bibliography is designed to acquaint candidates and educators with the Certified Professional Secretary (CPS) Examination. The outline indicates the areas in which secretaries should possess knowledge, skill, understanding, and judgment. It is divided into the three parts that comprise the examination: finance and business law (economics, accounting, and business law), office systems and administration (office technology and office administration/communications), and management (behavioral science in business, human resources management, and organizations and management). The outline indicates the number of items on each part of the test, time allowed, and distribution of questions within each category. The bibliography lists the 111 recommended books according to the three parts of the test as well as the major subject areas. A list of publishers and revised list of references for broad overview are also provided. (YLB)

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certified professional Secretary® EXAMINATION

OUTLINE AND BIBLIOGRAPHY

Effective November 1994

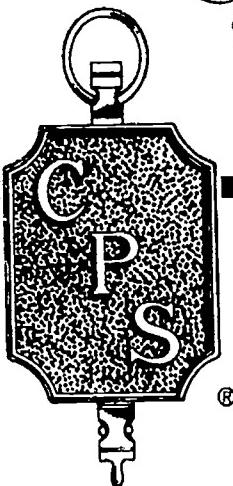


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CERTIFIED PROFESSIONAL SECRETARY EXAMINATION OUTLINE AND BIBLIOGRAPHY

OVERVIEW

The Institute for Certification, a department of Professional Secretaries International, presents this outline and bibliography as a means of acquainting candidates and educators with the CPS Examination. It should be understood that the outlines and the texts for the individual parts are not intended to prescribe exactly the content of the examination; they are intended to indicate the areas in which secretaries should possess knowledge, skill, understanding, and judgment. Study of the recommended material does not guarantee that you will pass, but it should guide your intelligent preparation for the CPS Examination.

The examination has been restructured to a one-day, three-part examination. The change was based on an extensive research study conducted by the American College Testing (ACT) and a task force of Institute for Certification members from the United States and Canada. The purpose of the study was to validate the content of the examination to ensure that it tests relevant information.

All parts of the examination, except Business Law, are international. Business Law provides two versions of the examination from which candidates make their selection: United States-specific for all U.S. candidates, and an international version.

The CPS Examination is predicated on the premise that a competent secretary should know how to apply the principles of good human relations and have basic knowledge of finance, business law, office management procedures, and management. It is expected that a competent secretary is thoroughly familiar with current techniques in secretarial practice and procedures, and is aware of developments in office systems and technology.

The examination includes a mix of three levels of questions designed to test (1) basic knowledge such as facts, terminology, dates; (2) understanding of concepts, procedures, and principles; and (3) application of concepts. Examination questions appear in the multiple choice format (one best response).

PART I FINANCE AND BUSINESS LAW

Items: 120

Time: 3 Hours

This part consists of three major subject areas: economics, accounting, and business law. There is a relatively equal distribution of questions within each category.

- | | |
|-----|--|
| 30% | I. Economics <ul style="list-style-type: none">A. Basic concepts of economicsB. National income and its determinantsC. Money and bankingD. Business involvement in current social and economic programsE. International trade |
| 35% | II. Accounting <ul style="list-style-type: none">A. Principles and procedures of accountingB. Balance sheet accountsC. Income statement accountsD. Analysis and interpretation of financial statementsE. Managerial accounting |
| 35% | III. Business Law <ul style="list-style-type: none">A. ContractsB. Negotiable instrumentsC. AgencyD. Regulation of business and employmentE. Government regulatory agenciesF. Property |

PART II OFFICE SYSTEMS AND ADMINISTRATION

Items: 150

Time: 1 Hour 45 Minutes

This part consists of two major subject areas: office technology and office administration/communications. There is a relatively equal distribution of questions within each category.

- | | |
|--|---|
| 50% | I. Office Technology <ul style="list-style-type: none">A. Information processingB. Communication technologyC. Records management technologyD. Reprographics technologyE. Software and hardware integrationF. Ergonomics |
|
 | |
| II. Office Administration/Communications | |
| 25% | A. Office administration <ul style="list-style-type: none">1. Executive travel2. Records management principles3. Reference materials4. Conferences and meetings5. Reprographics management principles6. Information distribution7. Document production8. General office procedures |
| 25% | B. Business communications <ul style="list-style-type: none">1. Written communications<ul style="list-style-type: none">a. Composingb. Editingc. Abstractingd. Preparing in final format2. Oral communications |

PART III MANAGEMENT

Items: 150

Time: 1 Hour 45 Minutes

This part consists of three major subject areas: behavioral science in business, human resources management, and organizations and management. Emphasis is placed on the principles of human relations and organizational dynamics in the work place. Key principles of human resources management and organizations and management are included in this part of the examination.

36% I. Behavioral Science in Business

- A. Understanding the individual/self
- B. Team dynamics
- C. Leadership dynamics
- D. Interpersonal communication
- E. Managing change

19% II. Human Resources Management

- A. Staffing
- B. Compensation and benefits
- C. Training and development
- D. Employee safety, health, and stress
- E. Performance appraisal
- F. Employee/labor relations
- G. Grievances, discipline, and counseling
- H. Employee separation processes

45% III. Organizations and Management

- A. Principles of management
- B. Management theories
- C. Decision-making processes
- D. Functions of management
- E. Fields of management
 - 1. Production management
 - 2. Marketing management

NOVEMBER 1994 CPS BIBLIOGRAPHY

PART I FINANCE AND BUSINESS LAW

Review the latest edition of at least one of the following books in each category listed:

A. Economics

- Amacher, Ryan C., and Holley H. Ulbrich. *Principles of Economics*. Cincinnati: South-Western Publishing Co.
- Bowden, E. V. *Abridged Economics, The Science of Common Sense*. Cincinnati: South-Western Publishing Co.
- Gujarati, Damodar N. *Basic Economics*. New York: McGraw-Hill Book Co..
- Kamerschen, David R., and Richard B. McKenzie. *Economics*. Boston: Houghton Mifflin Co.
- Mabry, Rodney H., and Holley H. Ulbrich. *Introduction to Economic Principles*. New York: McGraw-Hill Book Co.
- Mings, Tuley. *The Study of Economics: Principles, Concepts, and Applications*. Guilford, Connecticut: Duskin Publishing Group.

B. Accounting

- Fess and Warren. *Principles of Accounting*. Cincinnati: South-Western Publishing Co.
- Hanson, Hamre, Walgenbach. *Principles of Accounting*. Fort Worth: The Dryden Press, Harcourt Brace Co.
- Hermanson, Edwards, Maher. *Accounting Principles*. Homewood: Richard D. Irwin, Inc.
- Hillman, Kochanek, Norgaard. *Principles of Accounting*. Fort Worth: The Dryden Press, Harcourt Brace Co.
- Horngren and Harrison. *Accounting*. Englewood Cliffs: Prentice Hall, Inc.
- Larson and Miller. *Fundamental Accounting Principles*. Homewood: Richard D. Irwin, Inc.
- Needles, Anderson, Caldwell. *Principles of Accounting*. Boston: Houghton Mifflin Co.
- Skousen, Langenderfer, Albrecht. *Accounting: Principles and Applications*. Cincinnati: South-Western Publishing Co.
- Smith, Keith, Stephens. *Accounting Principles*. New York: McGraw-Hill Book Co.
- Solomon, Walther, Plunkett, Vargo. *Accounting Principles*. St. Paul: West Publishing Co.
- Warren and Fess. *Financial & Managerial Accounting*. Cincinnati: South-Western Publishing Co.
- Weygandt, Kieso, Kell. *Accounting Principles*. New York: John Wiley & Sons, Inc.
- Financial Accounting**
- Kochanek, Hillman, Norgaard. *Financial Accounting*. Fort Worth: The Dryden Press, Harcourt Brace Co.
- Larson and Miller. *Financial Accounting*. Homewood: Richard D. Irwin, Inc.

Managerial Accounting

Garrison. *Managerial Accounting*. Homewood: Richard D. Irwin, Inc.

Hansen and Mowen. *Management Accounting*. Cincinnati: South-Western Publishing Co.

Raiborn, Barfield, Kinney. *Managerial Accounting*. St. Paul: West Publishing Co.

C. Business Law

Anderson, Ronald A., et al. *Business Law and the Legal Environment, Comprehensive Volume*. Cincinnati: South-Western Publishing Co.

Amirault and Archer. *Canadian Business Law*. Toronto: Methuen.

Bechman, Gail McKnight, et al. *Law for Business and Management*. New York: McGraw Hill Book Co.

Clark and Kinder. *Law & Business*. New York: McGraw-Hill Book Co.

Clarkson, Kenneth, et al. *West's Business Law: Legal and Regulatory Environment, Text and Cases*. St. Paul: West Publishing Co.

Corley, Shedd and Holmes. *Fundamentals of Business Law*. Englewood Cliffs: Prentice-Hall, Inc.

Corley, Shedd and Holmes. *Principles of Business Law*. Englewood Cliffs: Prentice-Hall, Inc.

Groner. *Modern Business Law*. Reston: Reston Publishing Co., Inc., a Prentice-Hall company.

Lieberman and Siedel. *Business Law and the Legal Environment*. Cleveland: Harcourt Brace Co.

Lyden, Reitzel, and Roberts. *Business & the Law*. New York: McGraw-Hill Book Co.

Metzger, Michael, et al. *Business Law and the Regulatory Environment: Concepts and Cases*. Homewood: Richard D. Irwin, Inc.

Talos, et al. *Understanding the Law*. New York: McGraw Hill Ryerson, Ltd.

Zuber, et al. *Canadian Law*. New York: McGraw Hill Ryerson, Ltd.

PART II OFFICE SYSTEMS AND ADMINISTRATION

Review the latest edition of at least one of the following books for each major subsection of Part II:

- Adams, David R. and Gerald E. Wagner. *Computer Information Systems: An Introduction*. Cincinnati: South-Western Publishing Co.
- Arn, Joseph V. and Paul H. Titlow. *Records Management for an Information Age*. Albany: Delmar.
- Bergerud, Marly and Jean Gonzalez. *Word/Information Processing Concepts of Office Automation*. New York: John Wiley & Sons, Inc.
- Bergerud, Marly, Thomas Keller, and Visual Education Corp. *Computers for Managing Information*. New York: John Wiley & Sons, Inc.
- Casady, Mona. *Word/Information Processing, A Systems Approach*. Cincinnati: South-Western Publishing Co.
- Casady, Mona. *Word/Information Processing Concepts*. Cincinnati: South-Western Publishing Co.
- Clark, James L. and Lyn R. Clark. *A Handbook for Office Workers*. Boston: Kent Publishing Co.
- Dologite, D. G. *Using Computers*. Englewood Cliffs: Prentice-Hall, Inc.
- Duncan, C. H., S. E. Warner, T. E. Langford, and Susie H. VanHuss. *College Keyboarding/Typewriting*. Cincinnati: South-Western Publishing Co.
- Fruehling, Rosemary T. and Constance K. Weaver. *Electronic Office Procedures*. New York: McGraw-Hill Book Co.
- Groneman, N. and J. Meroney. *Information Systems Applications, Evaluation, and Selection*. Cincinnati: South-Western Publishing Co.
- Hanna, J. Marshall, J. Howard Jackson, Estelle L. Popham, and Rita S. Tilton. *Secretarial Procedures and Administration*. Cincinnati: South-Western Publishing Co.
- Hershey, G. L. and D. L. Kizzer. *Planning and Implementing End-User Information Systems*. Cincinnati: South-Western Publishing Co.
- Himstreet, William C. and Wayne M. Baty. *Business Communication*. Boston: Kent Publishing Co.
- House, Clifford R. and Kathie Sigler. *Reference Manual for the Office*. Cincinnati: South-Western Publishing Co.
- Jaderstrom, S., L. Kruk, and J. Miller. *Professional Secretaries International® Complete Office Handbook*. New York: Random House, Inc.
- Johnson, Mina M. and Norman F. Kallaus. *Records Management*. Cincinnati: South-Western Publishing Co.
- Kaliski and Meggison. *Management of Administrative Office Systems*. New York: Harcourt Brace Co.
- Keeling, B. Lewis and Norman F. Kallaus. *Administrative Office Management*. Cincinnati: South-Western Publishing Co.
- Kupsh, Joyce and Rhonda Rhodes. *Automated Office Systems*. Boston: Kent Publishing Co.
- Lesikar, Raymond V. *Basic Business Communication*. Homewood: Richard D. Irwin, Inc.

- Luke and Steigler. *Office Systems and Procedures*. Boston: Houghton Mifflin Co.
- Lundgren Terry D. and Carol A. Lundgren. *Records Management in the Computer Age*. Boston: PWS-Kent.
- Mitchell, William et al. *Paradigm Keyboarding and Applications: A Mastery Approach for Micro-computers and Typewriters*. Eden Prairie: Paradigm Publishing International.
- Oliverio and Pasewark. *The Office—Procedures and Technology*. Cincinnati: South-Western Publishing Co.
- O'Neil, Sharon Lund. *Office Information Systems Concepts and Applications*. New York: Greg Division, Glencoe/McGraw-Hill Co.
- Palmer, Charles R. and A. D. Wohl. *Office Automation and Systems Approach*. Cincinnati: South-Western Publishing Co.
- Popyk, M. K. *Word Processing and Information Systems: A Practical Approach to Concepts*. New York: McGraw-Hill Book Co.
- Regan, Elizabeth A. and Bridget N. O'Connor. *Automating the Office—Office Systems and End-User Computing*. New York: Macmillan City.
- Rettke, M. *Practical Data Communications*. Watsonville: Mitchell McGraw-Hill.
- Ricks, Dr. Betty R. and Dr. Kay F. Gow. *Information Resource Management*. Cincinnati: South-Western Publishing Co.
- Robichaud, Beryl, Eugene Muscat, and Alix-Marie Hall. *Introduction to Information Processing*. New York: McGraw-Hill Book Co.
- Rosen, Arnold. *Office Automation and Information Systems*. Columbus: Merrill Publishing Co.
- Sanders, D. H. *Computers Today*. New York: McGraw-Hill Book Co.
- Silver, G. A. and M. L. Silver. *Data Communications for Business*. Boston: Boyd and Fraser Publishing Co.
- Smith, Harold T., William Baker, Mary Sumner, and A. J. Bates. *Automated Office Systems Management*. New York: John Wiley & Sons, Inc.
- Stallings, W. *The Business Guide to Local Area Networks*. Carmel: Howard W. Sams & Co.
- Stewart, Jeffrey R. and Judy Greene. *Records and Database Management*. New York: McGraw-Hill Book Co.
- Tedesco, Eleanor Hollis and Robert B. Mitchell. *Administrative Office Systems Management*. New York: John Wiley & Sons, Inc.
- Wagoner, Kathleen P., and Mary Ruprecht. *Integrated Office Systems: A Management Approach*. New York: John Wiley & Sons, Inc.
- Wallace, Patricia, D. Schubert, J. Lee, and V. Thomas. *Records Management: Integrated Information Systems*. New York: John Wiley & Sons, Inc.
- Wohl, A. D. and C. S. Hunt. *Managing Integrated Business Systems*. Cincinnati: South-Western Publishing Co.
- Wolf, P. and S. Kuiper. *Effective Communication in Business*. Cincinnati: South-Western Publishing Co.
- Please read current issues of periodicals such as the following:
- | | | |
|---------------------------------|--------------------------|------------------------------|
| <i>Modern Office Technology</i> | <i>Network Computing</i> | <i>Networking Management</i> |
| <i>The Office</i> | <i>PC Magazine</i> | <i>PC Computing</i> |
| <i>The Secretary</i> | <i>Windows Magazine</i> | |

PART III MANAGEMENT

Review the latest edition of at least one of the following books for each major subsection of Part III:

- Aldag and Stearns. *Management*. Cincinnati: South-Western Publishing Co.
- Bittel, Lester R. and John W. Newstrom. *What Every Supervisor Should Know*. New York: McGraw-Hill Book Co.
- Davis, Fruehling, and Oldham. *Psychology: Human Relations and Word Adjustment*. New York: McGraw-Hill Book Co.
- DuBrin, Andrew J. *Essentials of Management*. Cincinnati: South-Western Publishing Co.
- DuBrin, Andrew J., Robert D. Ireland, and J. Clifton Williams. *Principles of Management*. Cincinnati: South-Western Publishing Co.
- Dunham, Randall B. and John L. Pierce. *Management*. Glenview: Scott, Foresman and Co.
- Frost, Peter J., Vance F. Mitchell, and Walter R. Nord. *HRM Reality: Putting Competence in Context*. Cincinnati: South-Western Publishing Co.
- Fulmer, Robert M. *The New Management*. New York: Macmillan Publishing Co., Inc.
- Gillespie, Karen R. *Creative Supervision*. New York: Harcourt Brace Company.
- Halmann and Hilgert. *Supervision: Concepts and Practices of Management*. Cincinnati: South-Western Publishing Co.
- Hellriegel, Don and John W. Slocum, Jr. *Management*. Reading: Addison-Wesley Publishing Co.
- Hershey and Blanchard. *Management of Organizational Behavior*. Englewood Cliffs: Prentice-Hall, Inc.
- Ivancevich, John M. and Michael T. Matteson. *Organizational Behavior and Management*. Plano: Business Publications, Inc.
- Keeling, B. Lewis and Norman F. Kallaus. *Administrative Office Management*. Cincinnati: McGraw-Hill Book Co.
- Koont, Harold, Cyril O'Connell and Heinz Weirich. *Essentials of Management*. New York: McGraw-Hill Book Co.
- Koontz, Harold and Heinz Weirich. *Management*. New York: McGraw-Hill Book Co.
- Ledvinka, James and Vida G. Scarpello. *Federal Regulation of Personnel and Human Resource Management*. Boston: PWS-Kent Publishing Co.
- Lerner, Richard, Kendall, Miller, Huitsch, Jensen. *Psychology*. New York: Macmillan Publishing Co.
- Lussler, Robert N. *Human Relations in Organizations*. Homewood: Richard D. Irwin, Inc.
- Milkovich, George T. and John W. Boudreau. *Human Resource Management*. Homewood: Richard D. Irwin, Inc.
- Pearce, John A. II and Richard B. Robinson, Jr. *Management*. McGraw-Hill Book Co.
- Reece, Barry and Rhonda Brandt. *Effective Human Relations in Organizations*. Boston: Houghton Mifflin Co.
- Rue, Leslie W. and Lloyd L. Byars. *Supervision: Key Link to Productivity*. Homewood: Richard D. Irwin, Inc.

- Schermerhorn, John T., R. Julian Cattaneo, and Robert E. Smith. *Management for Productivity*.
Toronto: John Wiley & Sons Canada Limited.
- Schroeder, Betty L., Deborah A. Lauer, and Wilma D. Stricklin. *Behavioral Science in Business*.
New York: John Wiley & Sons, Inc.
- Sherman, Arthur W. Jr. and George W. Bohlander. *Managing Human Resources*. Cincinnati:
South-Western Publishing Co.
- Smith, Harold T., William H. Baker, and Marvin P. Evans. *The Administrative Manager: Principles and Strategies for the Automated Office*. Science Research Associates. Inc.
- Spear, Peter D., Steven D. Penrod, and Timothy B. Baker. *Psychology: Perspectives on Behavior*.
New York: John Wiley & Sons, Inc.
- Tedesco and Mitchell. *Administrative Office Systems Management*. New York: John Wiley &
Sons, Inc.
- Twomey, David P. *Equal Employment Opportunity Law*. Cincinnati: South-Western Publishing
Co.
- Wagoner, Kathleen P. and Mary M. Ruprecht. *Office Automation: A Management Approach*.
New York: John Wiley & Sons, Inc.
- Whetten, David A. and Kim S. Cameron. *Developing Management Skills*. New York: Harper
Collins Publishers, Inc.

PUBLISHERS

- Addison-Wesley Publishing Co., Reading MA
Boyd and Fraser Publishing Co., Boston MA
Business Publications, Inc., Subs of Richard D. Irwin, Inc., 1813 Ridge Rd., Homewood IL 60430-1723
Delmar, Albany NY
Dow Jones-Irwin (See Richard D. Irwin)
The Dryden Press, Harcourt Brace Company, 6277 Sea Harbor Drive, Orlando FL 32887
Phone 800/782-4479
Dusin Publishing Group, Guilford CT
Gregg Division, Glencoe/McGraw-Hill, 13955 Manchester Road, Manchester MD 63011
Phone 800/334-7344
Harcourt Brace Company (See The Dryden Press)
Harper Collins Publishers, Inc., New York NY
Houghton Mifflin Company, One Beacon Street, Boston MA 02108 Phone 617/725-5866
Howard W. Sams & Co., Carmel CA
Irwin (See Richard D. Irwin)
John Wiley & Sons, Inc., 605 Third Avenue, New York NY 10158 Phone: 212/850-6742
ORDERS TO: Order Processing Department, One Wiley Drive, Somerset NJ 08873
Phone: 201/469-4400
Kent Publishing Co., Division of Wadsworth, Inc., 20 Park Plaza, Boston MA 02116
Phone: 617/542-1629
Learning Systems Company, Division of Richard D. Irwin, Inc. (See Richard D. Irwin)
Macmillan Publishing Co., Inc., 866 Third Avenue, New York NY 10022 Phone: 212/935-2000
McGraw-Hill Book Co., 1221 Avenue of the Americas, New York NY 10020
Phone: 212/512-2000
ORDERS TO: Hightstown NJ 08520 Phone: 609/426-5254
Merrill Publishing Co., 1300 Alum Creek Dr., Columbus OH 43216
Phone: 800/848-1567 or 800/848-6205
Metcalf, Rob, CPS, CPS Examination Review Series, PO Box 1775, Orem UT 84057-1775
Phone: 801/226-2662
Paradigm Publishing International, 7500 Flying Cloud Dr., Suite 655, Eden Prairie MN 55344
Phone: 800/535-6865
Prentice-Hall, Inc., Rt 9W, Englewood Cliffs NJ 07632 Phone: 201/592-2000 or
ORDERS TO: Rt 59 @ Brookhill Drive, West Nyack NJ 10955-9920 Phone: 201/767-5937
PWS-Kent Publishing Co., Boston MA
Random House, Inc., 201 E. 50th Street, New York NY 10022
PSI Complete Office Handbook available from: PSI Order Department, PO Box 20404, Kansas City MO 64195-0404 Phone: 816/891-6600
Reston Publishing Co., Inc., A Prentice-Hall Company, 11480 Sunset Hills Road, Reston VA 22090 Phone: 703/437-8900

Richard D. Irwin, Inc., 1818 Ridge Road, Homewood IL 60430 Phone: 312/798-6000
Sams (See Howard W. Sams & Co.)
Science Research Associates, Inc., A Subsidiary of IBM, 155 N. Wacker Drive, Chicago IL 60606
Phone: 312/984-7000
Scott, Foresman and Company, 1900 E. Lake Avenue, Glenview IL 60025 Phone: 312/729-3000
South-Western Publishing Co., College Division, 5101 Madison Road, Cincinnati OH 45227
Phone: 513/271-8811
Wadsworth, Inc., 10 Davis Drive, Belmont CA 94002 Phone: 800/831-6996
West Publishing Co., 50 West Kellogg Boulevard, PO Box 64526, St. Paul MN 55164-0526
Phone: 612/228-2500
Wiley (See John Wiley & Sons, Inc.)

Information on publishers is subject to change.

REFERENCES FOR BROAD OVERVIEW

CPS Review Modules, Prentice Hall. Available from Prentice-Hall Book Distribution Center, Route 59 @ Brookhill Drive, West Nyack NY 10955-9920. Phone Orders: PSI Members—800/223-1360; Nonmembers—800/374-1200; Prentice Hall Canada—416/293-3621.

Sections of these modules are relevant to the restructured examination.

- Title Code: 18832-6 BEHAVIORAL SCIENCE IN BUSINESS, Module I, 2nd Edition (1986)
- Title Code: 18851-6 BUSINESS LAW, Module II, 2nd Edition (1992)
- Title Code: 18853-2 ECONOMICS AND MANAGEMENT, Module III, 2nd Edition (1992)
- Title Code: 18855-7 ACCOUNTING, Module IV, 2nd Edition (1992)
- Title Code: 18857-3 OFFICE ADMINISTRATION AND COMMUNICATION, Module V, 2nd Edition (1992)
- Title Code: 18838-3 OFFICE TECHNOLOGY, Module VI, 2nd Edition (1986)

CPS Self-Study Guides by Janet T. Cherry CPS. To be used in conjunction with the *CPS Review Modules*. Available from Prentice-Hall.

...For Professional Secretaries, Certified Professional Secretary Examination Review Series, Rob Metcalf CPS, PO Box 1775, Orem UT 84057-1775. Phone: 801/226-2662.

- PERSONAL TUTORIAL for Professional Secretaries for IBM PCs and Compatible Microcomputers
- Complete CPS Review cassette-tape series (11 tapes), especially written by a Certified Professional Secretary holder to assist others in reaching their goal of becoming certified.
- CPS REVIEW AT A GLANCE Flash Cards (6 parts)

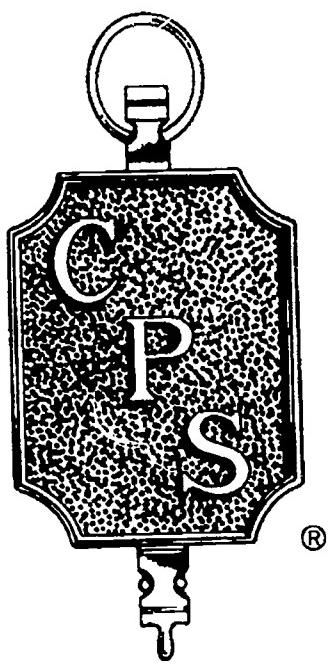
TTA Secretarial Self-Assessment consisting of six (6) modules. Available from Technology Training and Assessment, Inc., 410-C Veterans Road, Columbia SC 29209. Phone: 803/783-8183.

Premiere™ CPS Video Review available from The Resource Network, Inc., PO Box 3561, Cookeville TN 38502. Phone: 800/239-8833; Outside USA—615/526-8833.

- Accounting Review—15 hours (1992)
- Behavioral Science Review—8 hours (1992)
- Business Law Review—14 hours (1992)
- Economics/Management Review—11 hours (1992)
- Office Administration/Communication Review—8 hours (1992)
- Office Technology Review—6 hours (1992)

The above references are available as of 1993.
Contact publisher or developer for updated materials.

NOTES



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